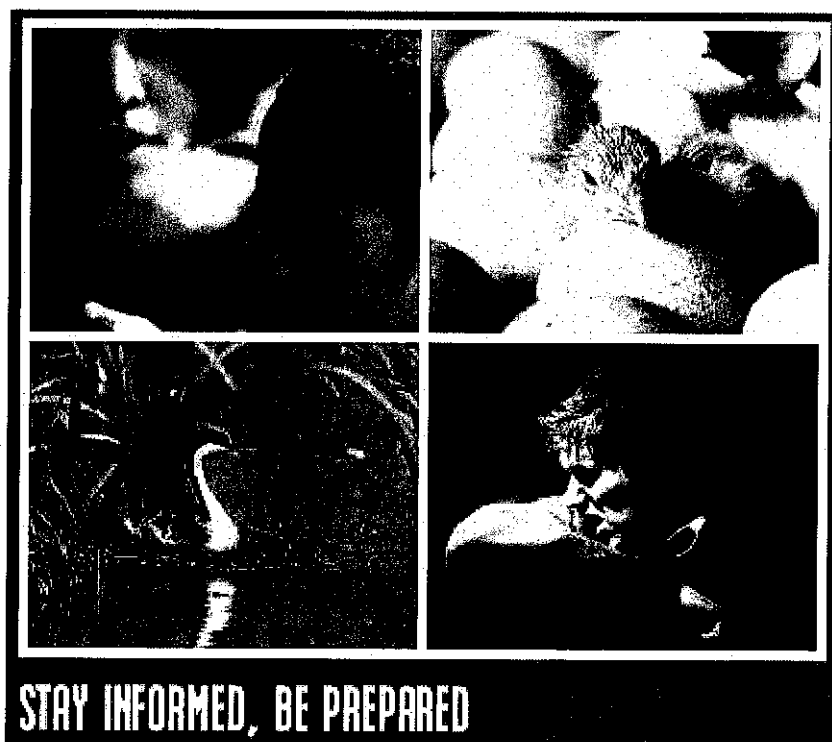


LBNL Emergency Services Program



*Ernest Orlando Lawrence  
Berkeley National Laboratory*



## **PANDEMIC FLU PLAN AFTER ACTION REPORT**

April 2010

**Security Emergency Operations Group  
Environment, Safety, and Health Division**

LBNL/Pandemic Flu Plan-After Action Report  
Effective Date: April 2010

Approved By: Royce E. Saunders 4/5/2010

Royce Saunders  
Emergency Services Manager  
Environment, Health and Safety Division

Approved By: Dan Lunsford 4-6-10

Dan Lunsford  
Security and Emergency Operations Group Leader  
Environment, Health and Safety Division

Approved By: Doug M. Fleming 4/6/10

Doug Fleming  
Director, Environment, Health and Safety Division

**Lawrence Berkeley National Laboratory (LBNL) PANDEMIC FLU PLAN  
November 2, 2009 through February 8, 2010  
AFTER ACTION REPORT**

**Incident Summary**

**Lawrence Berkeley National Laboratory (LBNL) PANDEMIC FLU PLAN**  
**November 2, 2009 through February 8, 2010**  
**AFTER ACTION REPORT**

**Incident Summary**

Responding to the global outbreak of a new strain of H1N1 influenza virus, detected in April 2009, Berkeley Lab established a Pandemic Planning Response Team to coordinate the Lab's response actions to the H1N1 virus as it might affect Lab operations. The team was comprised of representatives from Health Services, EH&S, Human Resources, Office of the CFO, Public Affairs, Information Technology, Facilities, Business Continuity Planning, and the Joint Genome Institute.

The Berkeley Lab Pandemic Planning Response Team prepared Pandemic Implementation Actions and a Pandemic Response Plan spelling out the steps that will be taken should a pandemic affect research and business operations at the Laboratory. This plan included guidance based on currently available information from the United States Centers for Disease Control (CDC), the United States Department of Health and Human Services, the United Nations World Health Organization (WHO), the Alameda County Public Health Department and the City of Berkeley in order to provide an integrated response in the event that a flu pandemic should impact the Bay Area. The plan includes protocols regarding prevention and control of the infection, travel restrictions, medical leave and family assistance, determining essential functions at the lab in the research and Operations divisions in the event of a shutdown or partial shutdown, and related business and operations issues.

In June 2009, the World Health Organization (WHO) and the US Center for Disease Control (CDC) declared a worldwide H1N1 pandemic. On October 24, 2009, President Obama declared the H1N1 virus a National Health Emergency. Alameda County also issued a Public Health Emergency. In response, LBNL activated the LBNL EOC. The EOC General Staff and the Pandemic Planning Committee met weekly during this time to plan and implement response actions and walk through the LBNL Pandemic Flu Plan. The EOC deactivated on February 8, 2010.

**Findings**

Whereas, there were no findings, there are 6 observations with corrective action recommendations.

**Improvement Items**

Description	Recommendation(s)
<b>Emergency Operations Center (EOC)</b>	
EOC must have access to the most up-to-date contact information for all employees available to provide emergency notification and dissemination of information	Employee contact information is currently updated monthly in the EOC. No action necessary.

Description	Recommendation(s)
<b>Human Resources (HR)</b>	
<p>The guidelines regarding temporary leaves, telecommuting, alternate work schedules and policies need to be reviewed and documented, and supervisor guidance in place in the event that employees may need to work at or stay home for extended periods of time. There is currently a telecommute policy in the RPM, guidance from CIO on how to pay, remote access assistance from IT is on line at <a href="https://commons.lbl.gov/display/itfaq/Remote+Access">https://commons.lbl.gov/display/itfaq/Remote+Access</a>.</p>	<p>CATS item: HR, due September 30, 2010.</p> <ul style="list-style-type: none"> <li>• Communicate policies to Lab Management</li> <li>• Communicate policies and guidance to Lab HR Centers and Supervisors</li> <li>• Deleted VPN info - This information is shown in the IT VPN section below.</li> </ul>
<b>Information Technology (IT)</b>	
<p>Guidelines for computer use from home must be developed and disseminated with employees.</p>	<p>CATS item: IT, due, June 30, 2010.</p> <ul style="list-style-type: none"> <li>• These guidelines are located at <a href="https://commons.lbl.gov/display/itfaq/Remote+Access">https://commons.lbl.gov/display/itfaq/Remote+Access</a>.</li> <li>• IT to disseminate guidelines and website for computer use from home to Lab staff via TABL, IT Council, and divisions as a reminder. These can also be accessed from the BCP and Pandemic website.</li> </ul>
<p>The Virtual Private Network (VPN) infrastructure must be robust and able to handle a large number of employees working from home for whatever reason.</p>	<ul style="list-style-type: none"> <li>• This is part of the other remote access items identified above. The information below is a communications item and can be included in the guidance and communication above)</li> <li>• VPN infrastructure can support up to 750 concurrent users</li> <li>• VPN Infrastructure can be very quickly reconfigured to support 1500 concurrent users</li> <li>• Typical daily volume of VPN users is less than 50</li> <li>• VPN is not the only means to access Lab resources</li> </ul> <p>No further action necessary.</p>
<p>The Lab's main website and emergency backup website (<a href="http://www.lbl.gov">www.lbl.gov</a> and <a href="http://www.status.lbl.gov">www.status.lbl.gov</a> ) need to be accessible for updating in an emergency both from on-site and from home by multiple PAO designated people.</p>	<p>CATS item: IT, due July 31, 2010</p> <ul style="list-style-type: none"> <li>• IT to train Emergency Services and PAO staff on roles and responsibilities for updating and how to update the primary and emergency websites</li> </ul>
<b>Public Affairs Office (PAO)</b>	
	<ul style="list-style-type: none"> <li>•</li> </ul>
<p>Staff need education regarding the use of the 1-800 hotline number and the website</p>	<p>CATS item: PAO, due on or before June 30, 2010.</p> <ul style="list-style-type: none"> <li>• Develop instructions and disseminate them to Lab</li> </ul>

Description	Recommendation(s)
for emergency information.	employees regarding the use of the 1-800 hotline number and the website for emergency information.
The Laboratory's homepage should be modified to allow for a running ticker with the latest information regarding the status of the pandemic and Laboratory operations.	CATS item: PAO, due June 30, 2010. <ul style="list-style-type: none"> <li>• Modify Lab's homepage to allow a running ticker with the latest information regarding the status of pandemic and/or Laboratory operations.</li> </ul>
Quantitative information about the number of employee absences and the divisional impact is not timely enough to enable pandemic (or other emergency) planners and Lab leadership to make decisions about the potential impact on Lab operations.	<ul style="list-style-type: none"> <li>• Recently developed survey tool is being used to capture historical data to be used for future events. No action necessary.</li> </ul>

### **Noteworthy Practices**

Dedicated planning efforts by the Pandemic Planning Response Team resulted in a focused response to the pandemic. Especially valuable were the efforts of Sue Broadway and Peter Lichty who provided guidance on the development of the pandemic Stage Levels response for the lab. These were integrated with World Health Organization (WHO) response guidelines, but adapted specifically for the lab and with an eye on the potential impact on Lab operations.

The Business Continuity Planning (BCP) guide, led by Linda Smith was integrally tied into the Pandemic response effort, leveraging the realtime emergency potential of the pandemic to raise awareness among the divisions about the need to put continuity protocols in place should there be a catastrophic disruption of lab activities. The BCP and Pandemic websites were linked in order to promote this integration.

Creation of the Laboratory's Pandemic website, [pandemic.lbl.gov](http://pandemic.lbl.gov). A dedicated website plays an important role as an aggregator of information for employees. With content coordinated by the Pandemic committee or EOC, a website allows for centralized distribution of information and serves as a single source for accurate guidance on response scenarios, FAQs, Human Resources guidelines, the latest information from the Center for Disease Control, etc. When used in tandem with periodic Today at Berkeley Lab and Level 1 announcements, a website can serve as a powerful communication tool for Laboratory management.

The Pandemic Flu plan can be used as a point of reference for other types of medical emergencies involving contagious conditions or widespread absenteeism that could arise quickly.

By leveraging the relationships already established by the Lab and EOC, local, regional, national and global data was being shared in a timely manner within the EOC. Pandemic information was disseminated to LBNL employees by the use of weekly TABL articles, postings on the Pandemic website, links from other websites and well as Level 1 announcements.

A survey tool was developed to track illness during an event. Development of the new survey tool will now be tested prior to an event and provide some historical data. Going forward this tool will track current absences and historical absences and can be used by management and supervisors for comparison in future events.

### **Lessons Learned**

The opportunity to use the Pandemic Flu plan and walk through it during an event was invaluable. The ability to make changes in the plans as items were identified was very useful.

Using the EOC and the ERO staff was good practice for those involved and showed the functionality of the EOC. It also provided the opportunity for collaboration between multiple divisions to identify and solve problems.

Frequent, well crafted communications to the Lab as a whole was invaluable in raising awareness without causing an over-reaction. This coupled with the preventive measures taken (e.g. purchase and distribution of hand sanitizers, "potty training" posters) played a critical role in preventing widespread disease at the Lab.

### **Corrective Action Summary**

<b>Recommended Owner</b>	<b>Corrective Action</b>	<b>Due Date</b>
<b>Human Resources</b>	Communicate policies to Lab Management.  Communicate policies and guidance to Lab HR Centers and Supervisors.	April 30, 2010
<b>Information Technology</b>	These guidelines are located at <a href="https://commons.lbl.gov/display/itfaq/Remote+Access">https://commons.lbl.gov/display/itfaq/Remote+Access</a> .  IT to disseminate guidelines and website for computer use from home to Lab staff via TABL, IT Council, and divisions as a reminder. These can also be accessed from the BCP and Pandemic website.	June 30, 2010
<b>Information Technology</b>	IT to train Emergency Services and PAO staff on roles and responsibilities for updating emergency websites.	June 30, 2010
<b>Public Affairs Office</b>	Develop instructions and disseminate them to Lab employees regarding the use of the 1-800 hotline number and the website for emergency information.	July 31, 2010
<b>Public Affairs Office</b>	Modify Lab's homepage to allow a running ticker with the latest information regarding the status of pandemic and/or Laboratory operations.	June 30, 2010

--	--	--